



STATE OF OHIO
OFFICE OF THE ATTORNEY GENERAL
MARC DANN, ATTORNEY GENERAL



January 19, 2007

Dear Members of the Federal Identity Theft Task Force:

Please accept this letter as response to the Federal Identity Theft Task Force's request for public comment regarding one of its four major areas of concern: Assisting victims in recovering from the crime. We have attached information about our Passport Program along with survey synopses from law enforcement and victims for your review.

Should you have any questions, please feel free to contact us directly. We appreciate your time and consideration in this matter.

Sincerely,

Jonathan Bowman
Senior Deputy Attorney General
Crime Victim Services Section

Wendi Faulkner, Manager
Identity Theft Verification Passport Program

Ohio Attorney General's Office Identity Theft Verification Passport Program

The Passport Program provides victims of identity theft with a method of demonstrating to law enforcement and creditors that their identity has been stolen. It also helps victims begin the process of rehabilitating their credit history and identifying any fraudulent criminal charges.

The Identity Theft Verification Passport card can be applied for after the victim has filled out a police report. The Passport Program Application can only be filed by law enforcement through the Ohio Law Enforcement Gateway (OHLEG). The law enforcement agency then transmits the application and police report instantaneously to the Attorney General's Office. One digitized fingerprint, one digitized photograph, and an electronic signature are obtained from the victim.

Law Enforcement provides victims with an identity theft packet provided by the Attorney General's Office. Victims can then contact the Ohio Attorney General's Office about issues related to clearing their name, freeing-up time for law enforcement.

The funding for this program came in part by a 250, 000 grant from the Department of Justice. The equipment law enforcement uses to capture these digital identifiers was created by the National Notary Association (NNA).

The Ohio Identity Theft Verification Passport program was created with the support of the Buckeye State Sheriff's Association, Ohio Association of Chiefs of Police, Ohio Department of Public Safety, Federal Trade Commission, and National Notary Association. The program received legislative support on Sept. 16, 2005 when Ohio Revised Code Section 109.94 became effective.

The rollout was December 14, 2004 with 14 Law Enforcement Agencies trained with equipment. There have been 37 Regional Law Enforcement Trainings since September 2004, and the addition of the Ohio Credit Union League as a new partner. The statistics for the program since it has been implemented are as follows:

886	Law Enforcement Agencies have been trained
863	Law Enforcement Agencies are equipped
1,590	Law Enforcement officers trained
918	PASSPORT Applications have been filed
826	Victims have received their PASSPORT cards

During the latter part of 2006, we issued surveys to law enforcement agencies and victims throughout the state that utilize the Passport Program. These surveys allowed for constructive critique as to the strengths and weaknesses of the Passport Program from the end user. We have attached synopses of both surveys for your review.

In addition, we created the Identity Theft Passport Advisory Committee (I-PAC). The committee consists of member states that currently have a Passport Program including: Arkansas, Delaware, Iowa, Mississippi, Montana, Nevada, Ohio, Texas, Virginia. There are other member organizations involved in I-PAC as well. These organizations include staff members from the National Notary Association, Department of Justice and the Federal Trade Commission. All members agree that the problem of identity theft is a growing concern to the citizens of each respective state and the Passport Program can help the victims restore their good name and credit. We believe that increased efforts by each participating state to educate and help victims recover from this particularly harmful crime can be enhanced through public awareness campaigns including standardized prevention techniques and establishing standardized recovery resources through the Passport Program.

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Identity Theft Verification PASSPORT Program Evaluation: Victims with cards Final Synopsis 2006

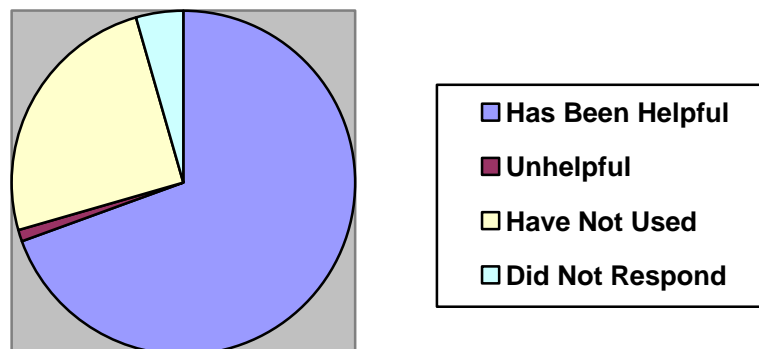
Total Victims Surveyed: 702

Total Number of Responses: 132

1. Victims' Opinion on the Usefulness of the PASSPORT Program:

- ❖ **33%** said that their PASSPORT has already physically been helpful to them. The PASSPORT helped these victims with some problems including: filing necessary paperwork, obtaining new drivers' licenses, preventive measures against identity theft, and proof of identity in various situations.
- ❖ **31%** felt that their PASSPORT gave them a sense of comfort and security, because they knew that they could now prove that they were not only a victim of Identity theft, but also who they claimed to be.
- ❖ **7%** said that the PASSPORT had been helpful to a point, but encountered a lot of skepticism because of a lack of awareness about the program.
- ❖ Less than **2%** felt that their PASSPORT did not help them at all.
- ❖ **23%** said that they haven't used the PASSPORT, and therefore can not answer the question.
- ❖ **4%** did not respond to the question.

**Overall Usefulness of the PASSPORT Program for
Victims of Identity Theft**



2. Victims Recommendations for Improvements to the PASSPORT Program:

- ❖ **14%** said to work with the IRS, credit bureaus, banks, schools, stores, and others in order to make more people aware of the program and its function.
- ❖ **12%** suggested the following:
 - *Keep an updated file on identity theft victims*
 - *Allow victims to receive their PASSPORTs at the Ohio BMV.*
 - *More communication with the Identity Theft Unit.*
 - *The PASSPORT should be accepted as an official state identification card.*
 - *Set up financial aid for victims.*
 - *Better pictures on the card and a mandatory new card every 4 years.*
 - *Flag victims' records in the system for both law enforcement and credit bureaus.*
 - *Victims should have to provide more information about themselves in order to receive a PASSPORT card (i.e. what is stopping a criminal from obtaining one themselves?)*
 - *Go after companies that allow identity theft to occur.*
 - *Keep victims informed.*
 - *Keep funding up, PASSPORT is gaining recognition, and it would be a shame for it to be eliminated due to funding.*
 - *Limit foreign countries' access to United States' citizens' addresses and phone numbers*
- ❖ **7%** suggested assigning an official identity theft officer to each person, in order to help comfort the victim and walk them through the process.
- ❖ **5%** said to help victims catch and prosecute their offenders (i.e. have a list of attorneys that specialize or have experience in identity theft cases)
- ❖ **4%** Law Enforcement should be more helpful to victims.
- ❖ **3%** Quicker receipt date for PASSPORT cards.
- ❖ **3%** said to take the PASSPORT Program Nationwide.
- ❖ **3%** stated that companies should be required to look at a person's information more closely before issuing credit cards, especially with identity theft victims.
- ❖ **32%** stated none at this time.
- ❖ **17%** Did not respond.

3. Victims' Opinion on Recommending the Program to Other Future Identity Theft Victims:

- ❖ **86%** said yes particularly because it is one of the only resources available to identity theft victims and it has helped.
- ❖ **10%** said no because either it didn't help or held no credibility.
- ❖ **4%** did not respond.

4. Victims' Suggestions for Improvements on the Services Offered by the Attorney General's Office:

- ❖ **14%** stated to just continue to keep victims updated with information.
- ❖ **16%** said to help to get harsher sentence for identity theft criminals after they have been caught.
- ❖ **4%** said to help victims fight for legislation that will permit identity theft victims the right to freeze their own accounts, and force companies to use more restrictions before issuing credit cards.
- ❖ **16%** suggested establishing programs that would help victims resolve their identity theft free of charge.
- ❖ **4%** requested assistance obtaining subpoenas for banks and companies who will not release their information, contact information about all attorney general office in the United States, assistance in changing social security numbers, the program be more efficient, and additional training for local law enforcement in assisting identity theft victims.
- ❖ **4%** had the following complaints:
 - *One person stated that they had to contact their representative in order to get their PASSPORT card, though the AG's office had told him that they had sent him two cards.*
 - *Police Departments are often unhelpful and do not take any action against the suspected person.*
 - *Credit bureaus were difficult to work with and should treat victims with more respect especially after offering sufficient proof of being a victim of identity theft.*
- ❖ **42%** either did not respond to the question or had no suggestions.

5. Victims' Personal Experience in Applying for the Identity Theft Verification PASSPORT:

- ❖ **23%** stated that it did not take long at all to receive their PASSPORT card and that everything went smoothly. They also stated that overall, under the circumstances, their experience was very pleasant.
- ❖ **24%** stated that it took about one to two weeks and that while it was sometimes difficult to get an appointment with law enforcement the actual process was done quickly and was simple.
- ❖ **13%** said it took about one month to go through
- ❖ **13%** said it took about one to two months to receive their passports.
- ❖ **7%** said it took two to three months and only after numerous calls to the Attorney General's office.
- ❖ **4%** said it took six to fifteen months to receive their cards, but the application process itself was quick and easy.
- ❖ **12%** said they could not remember exactly how long, but that it did take a long time to receive their cards. They said that it was mainly due to one or more of the following: technical difficulty, law enforcement agencies not knowing about the program, having to reapply several times, or mistakes made on a previously received card.
- ❖ **4%** Did not respond to the question.

6. Victims' Opinion of the Customer Service at the Attorney General's Office:

- ❖ **48%** said they have not contacted the Attorney General's Office.
- ❖ **36%** said they had contacted the Attorney General's Office and most found the service was helpful and professional. However, several victims felt that their calls were answered too often by the voicemail and were often not called back right away. However, when they did receive a response to their phone calls they found the service to be excellent.
- ❖ **16%** Did not respond or listed not applicable.

7. Victims' Suggestions on the Best Way to Further Educate the Public about the Identity Theft Verification PASSPORT Program:

- ❖ **41%** said the best way to further educate the public about the PASSPORT Program was to advertise the program through various media, television, radio, newspaper, and internet. It was also suggested to offer seminars or educational classes for the community to attend, which could also be advertised via the media.
- ❖ **13%** said it was unnecessary to educate the public about the PASSPORT program. They felt it was sufficient to just educate law enforcement and credit bureaus about the PASSPORT Program, because it is unnecessary to know about the program unless your identity has been stolen.
- ❖ **16%** suggested having more literature about the program available to the public. Several locations were suggested to hand out this information including: the Ohio BMV, post offices, local businesses, churches, senior citizen centers, other state agencies, malls, savings and loan institutions, financial advisors, insurance agencies, libraries. It was further suggested to contact credit card companies, who could then mail information about the program with their regular mailings to customers.
- ❖ **4%** suggested sending out a letter to every Ohio resident.
- ❖ **2%** suggested changing the programs name to something more recognizable. PASSPORT does not allow the unfamiliar public to immediately identify the program as something that is supposed to help identity theft victims.
- ❖ **24%** did not respond to the question or did not have any suggestions.

8. Victims' Suggestions on the Best Way to Further Educate the Public on Identity Theft Prevention:

- ❖ **42%** suggested educating the public about prevention through various seminars, literature, and public service announcements. It was also suggested to incorporate prevention education into high school seniors' curriculum. Suggestions of what the public should do to prevent identity theft included: checking their credit report often, be careful about mailing checks or receiving credit card statements in the mail, shredding all personal documents, and closing accounts that you do not use.
- ❖ **2%** suggested keeping the police, courts, and banks informed about prevention methods to share with citizens and customers.

- ❖ **5%** suggested sending prevention information with license plate information, state tax returns, and with credit card information.
- ❖ **15%** suggested eliminating social security numbers as something that can be used to attain credit cards. It was also suggested that companies should not be allowed to sell customers information to others, and that it should be much harder to get a credit card.
- ❖ **2%** suggested just imposing harsher sentences for people who have stolen identities, so that it deters future criminals.
- ❖ **34%** did not respond to the question or did not have any suggestions. Many felt that they couldn't answer this question because there wasn't a way to prevent identity theft, especially since so many people have access to your information through their employment.

9. Best way to Notify Victims About Identity Theft Updates:

- ❖ **63%** said by U.S. mail was the good way to be notified about updates. Many were strongly against receiving emails and one person suggested to also call victims prior to the mailing to advise the mailing was coming.
- ❖ **34%** said email was a good way to notify them about updates.
- ❖ **22%** said a phone call was a good way to be notified about updates.
- ❖ **11%** did not respond to the question.

****Note: Several victims listed more than one way to contact them. Therefore the percentages represent the percentage of victims who stated each option, if a victim listed more than one contact method as being adequate they were counted more than once.***

10. Victims Willing to Participate in Local Presentations About how Identity Theft has Affected Their Lives and How the PASSPORT Card has Assisted Them in Their Recovery:

- ❖ **28%** said yes they would be willing to participate, but were unsure how their story would be useful, especially because they rarely use their card.
- ❖ **9%** said they may be willing to participate, but would need both more time to think about it, and more information about what their participation would entail.
- ❖ **46%** stated no, they would not be willing to participate.
- ❖ **17%** did not respond to the question.

Additional Comments:

46% of those surveyed had additional comments

- ❖ The sheriffs department that I filed the report with told me they were not trained in identity theft and there would not be much of a chance of these people being caught, put our tax dollar to better use in training officers, this is a large issue and more people are becoming victims.
- ❖ Have a task force to deal with identity theft, and actually go after the people who are stealing identities.
- ❖ I live in Ravenna, OH. All the items were bought in Michigan, the Detroit area. I have not been in that area in my life, the Detroit Police or the F.B.I. do nothing.
- ❖ Keep working on improving the program.
- ❖ Additional help for victims on how to change their social security numbers.
- ❖ I was very lucky and found out about my identity theft early. It took about 4 months working daily on the problem to get it all settled. I still worry about what may pop up, and I feel terribly violated. The Passport did give me confidence that if I ever needed to prove who I was, I had that verification.
- ❖ There should be harsher punishment for offenders.
- ❖ If someone commits this crime in one state but lives in another why don't they arrest them? If this is such a common crime it needs to be taken more seriously.
- ❖ I carry the passport card at all times, and I've never removed it from my wallet. I have no idea what good it is other than stopped for traffic. This card has been of no use to me.
- ❖ Your people do not know anything about ID theft or its consequences, therefore they are of no help in finding answers.
- ❖ Please tell me how my information was stolen. All I can find out is that someone used my credit card, my name, my address, and my birth date to make a purchase. The credit card company told me the information would have to be given to me by local law enforcement or you. Local law enforcement told me it had to come from the credit card company or you. You said it had to come from the credit card company or local law enforcement. If you really want to help tell me what happened. This theft was in January 2006 and I still don't know how it happened.

- ❖ Thank you for your help.
- ❖ Without the passport I was completely helpless. I am very secure with it. I actually was afraid to open my mail box as at times there were 3 to 4 collection letters. I became anxious, and actually had panic attacks. My doctor helped me with that. I don't need them anymore. I really am grateful to Detective Miller for his understanding and help.
- ❖ I have the passport but haven't had to use it and am not sure when I would. I don't know if there is something that comes up when my credit is checked? I have fraud alerts with the credit bureaus but am not sure if this program is helping or not due to a lack of communication or education of your program.
- ❖ This is great! Is there anyway to alert law enforcement when they pull someone over to ask for both driver's license and Passport? For example by flagging the system somehow.
- ❖ I pray every night that they will put my daughter-in-law and son away for what they did to me. I have been a good mother and my husband a good father to my six kids, but the old saying there is one bad egg in every family and it was my oldest one. He has been in jail for half of his life and his wife for a few.
- ❖ When I was called by spring Arbor College in Michigan to tell me they had determined that a website was being operated in my name from Brazil through Flint Michigan to obtain information about Washington Mutual Bank (Seattle) customers, I immediately went to work. I reported it to the Solon Police contacted my bank, Key Bank, and my son a partner at Baker and Hosteller in Cleveland. Solon reported it to the appropriate credit bureaus.
- ❖ Thanks please use regular updates in newsletters and add T.V. program.
- ❖ This was the only help I had during this horrible situation, thank God for your PASSPORT help.
- ❖ I believed in this program. It was a tremendous help to me, I do have a problem with (First Energy) Utility, because of it \$3,000 fraudulent account, I did contact your office for legal advise, I was told it was a criminal matter, and they could not help me, I am pursuing this through the (Akron Beacon Journal).
- ❖ Because of this identity theft I lost my home, she took every piece of furniture I own and every personal document I had and still continue to use my information.
- ❖ Make this program stronger and keep these thieves from getting our information.
- ❖ It was very traumatic for me to go through, it was just awful.

- ❖ Please streamline the local application process. 3 months just to submit the application was too much.
- ❖ Thank You for this program. I can't stress enough the importance of it and to prevent anyone from stealing what solely belongs to you. It has become entirely too easy for individuals to gain access to who you are and what you have in this computer age. Again, this card does make me feel like I have someone there on my side ready to help if something like this should happen again. Thank you so much!
- ❖ My theft occurred at the office, which handles payments of the customers. I believe people handling payments should only be done by person who has been employed at that office for at least 7 years, that way no one can hop from job to job stealing information. I think any out-of-country payments should somehow be verified by the card holder. All my thefts were in Malaysia.
- ❖ The 3 credit bureaus have my records totally messed up. How many times do I have to send information to them to try to correct it to have them incorrectly enter data? The collection agencies are more reliable, more helpful and truly have been kinder than the credit report companies.
- ❖ I'm sorry I don't feel that I can answer your survey. I didn't benefit from this program. As far as I know I still have all the same problems that I had when I filed the police report. I contacted Wal-mart they gave me the number of the attorney that they turned it over to. I contacted him. He asked if I filed a police report I said yes he said he would take care of it. Haven't heard anymore, and I still can't write checks.
- ❖ Why isn't there a paper or card that the police can give to people when they are writing up the report if someone's stuff being stolen? That way people could be aware that they have someplace to turn for this instead of only knowing about this if someone happens to tell them. I got no assistance with this from anyone that should have known about it. And definitely no help at all from the police on anything! So if you think I'm still mad 1 ½ years later, I am!
- ❖ Thank heavens- nothing dramatic has happened in my case yet, but I do feel better prepared, because I have my PASSPORT.
- ❖ The PASSPORT is also good for a second ID. Do these have to be renewed or updated?
- ❖ I would love to see laws tightened to require mandatory jail time for identity thieves who obtained their information through the course of employment, either directly or indirectly (from another's employment) This type of theft is particularly offensive because a position of trust has been violated.

- ❖ Identity theft happened to me in 1996. I wasn't told about it until many years later, as the man is still earning an income as me in Nevada. This is unbelievable to me. Too little too late, but not your fault.
- ❖ I was fortunate and have not had any problems. I am quite grateful for the program.
- ❖ It would be valuable to us for the passport card to be accepted by merchants. I was refused on opening a new credit account with Target despite having my passport card.
- ❖ Identity Theft is an epidemic that needs our attention. It appears that businesses are ignoring the situation, and their reason for this is their zest for the business. Only after they lose do they sometimes pay attention, but until then victims are treated as criminals.
- ❖ Without the implemented laws and penalties to further endorse your program and make illegal the commercial use and selling of private information, your program amounts to nothing.
- ❖ Well, my life was ruined by ID theft and fraud. I lost my business, my house and my credit is ruined. I am considered to be a liar by the police and prosecutors even to this day. I was treated hostilely by Hamilton County Prosecutors, and have now moved from Ohio. Thank you for starting this program.
- ❖ ID theft is a horrible violation of one's self, very tough to clean up and dig out of.
- ❖ Good, Solid program that is professionally administered.
- ❖ I just wish I had help from the police on this matter. It's a minor thing to them, so they don't feel it's important, and after 4 year and 3 police reports later, they still have done nothing.
- ❖ Please work on getting our credit cleared so we don't get threats from creditors.
- ❖ Thank you for sending survey. This is the first piece of mail I've received since being victimized 2 years ago, it lets me know that you care.
- ❖ After my situation deteriorated to the point I didn't feel I could handle it on my own anymore, I ended up having to write to congressman Chabot for help. The Federal Marshalls, the FBI and the Secret Service, (Each one recommended me to the next) all blew me off. I was a victim of a crime that could have financially destroyed me and no one was willing to help. I wish the PASSPORT program had been in place when all this started for me in 1992.

- ❖ Again I think credit card companies need to be held accountable, and I still think Karen, the woman who stole my identity, should have been more harshly punished. The local prosecutor made a deal with her to plead guilty for the lowest credit card totals out of twelve, the other six were left for me to deal with. She got only six months while I fought for years to clear my name. Plus I still worry she will do it again, it was her third time being tried for this kind of crime, and I am still receiving calls about her.
- ❖ Social security and date of birth number was not associated with the person who stole my identity.
- ❖ I think any victim of identity theft should fight and take their life back. It may not be as good as the life that people with my identity but at least it's my life, and I pray to God these people get busted and get what they deserve. Just help me get what life I have left, back.
- ❖ I wish they wouldn't make it so easy for people to get credit with cell and cable companies without more thorough checking. Thank you for the program.
- ❖ I hope this program will continue to go on.
- ❖ I think prevention is the key and I don't think we really can protect ourselves which means systems and processes have to change.
- ❖ I'd like to thank the Attorney General's Office for helping me get my license back last year. If it weren't for his help I know I'd still be trying to get it back now. Thank you!
- ❖ Thank you for your help. Only some vendors lost money because of my credit card, in particular the Western Union. The whole thing was a major inconvenience.
- ❖ I think that sending the issuing of PASSPORTS to an agency outside of the state of Ohio is stupid. There are multiple systems already established and working in the state that could issue these cards once the paperwork was complete. This would also require the individual receiving the card to stand before the agency issuing the card and sign for it. I still wonder where the first passport I was issued is.
- ❖ Thanks for hearing my suggestions and answers.
- ❖ This is as bad as it gets. You don't know who to turn to! The first thing you hear is get a lawyer. Lawyers can't help you. They want money and you don't have money or credit to get money. The three credit reporting company's are the very first thing that must change. This program can work, but you're going down the wrong path right now. There is two programs' called PASSPORT in Ohio, and

people don't understand this. This must change, there needs to be someone you can talk to 24/7, someone that gives them answers that they can follow through with. I am still fighting this. My life is still up in the air. At one time I had 42 companies on my credit report. What right do these companies have getting into my credit? Some I don't even owe a dime, but they still have my social security number. This stays on your credit report for two years! This is identity theft. There is a credit alert on my credit reports, but that doesn't stop them. Anyone you have had credit with and still have your social security number can always get right back into your credit reports. We need laws and more laws. Stop the crime and the credit company, and this will be at least a start.

Identity Theft Verification PASSPORT

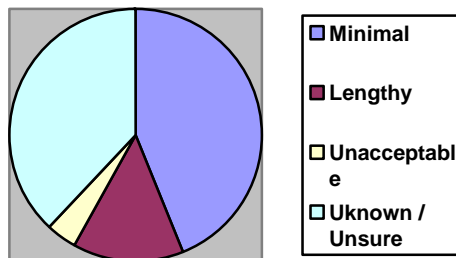
Program Evaluation: Law Enforcement with Equipment

Final Synopsis 2006

***Out of all the evaluations received 49% have actually used the PASSPORT Program and 51% have not had the opportunity to use the equipment. ***

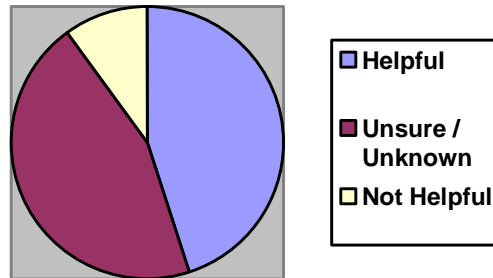
1. Time commitment necessary to complete a PASSPORT:

- a. **44%** of respondents felt that the time commitment necessary to filing a PASSPORT application to be acceptable and did not interfere with any other investigations.
 - Most said that typically the PASSPORT only 10-60 minutes to complete
 - Several commented that it helped to have the PASSPORT application as a part of the investigation process for all identity theft victims.
- b. **14%** of respondents felt that while the PASSPORT application did not interfere with other investigations, but ultimately the time needed to complete the application was too lengthy.
 - Most of the respondents felt that the extra time was necessary because of recurrent technical difficulty, little experience with the application, and scheduling restraints.
 - One Major with the Greene County Sheriff's Office commented that attempting to arrange meeting times with victims was difficult because the majority of the victims worked while he was available.
- c. **4%** of respondents believed that the time to complete a PASSPORT application was too lengthy and interfered with other investigations.
- d. **38%** of people believed that they hadn't had the opportunity to utilize the system often enough, or did not answer the question.



2. Protecting and serving the community:

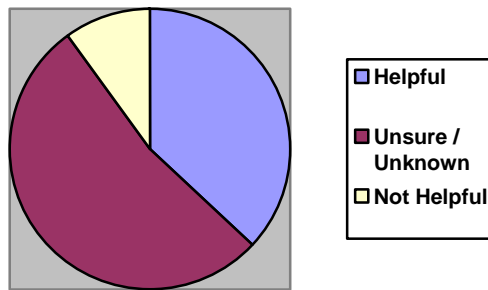
- a. **45%** of respondents felt that the PASSPORT was helpful to serving and protecting the community.
 - Many agreed that the PASSPORT gives victims a sense of security, a source for information, and a starting point to regain what they have lost.
 - Most agreed that the list of phone numbers and contacts has been a very helpful service to the community.
 - In one case a Detective from Oberlin Police Department utilized the PASSPORT information available to them to create an effective presentation that helped to bring increased awareness about both the program and the growing problem of identity theft in communities.
- b. **45%** of respondents were unsure whether or not the PASSPORT served the community as a whole.
 - Most were unsure due to a lack of feed back from victims who had utilized PASSPORT.
- c. **10%** of respondents did not feel that the PASSPORT was helpful to the community at all.
 - Most felt that the PASSPORT does not provide anymore information than a police report would for a victim and has over all lost time in the investigation.



3. Helping Law Enforcement:

- a. **37%** of respondents have found the PASSPORT is very useful to law enforcement.
 - It gives law enforcement something to give the victims, especially in cases where the criminal cannot be found.
 - Some people found that the PASSPORT has been helpful in lowering the amount of phone calls, forms, and paperwork.
 - There were also comments on increased reports of identity theft, which suggests that the PASSPORT has helped more people come forward as victims of this crime.

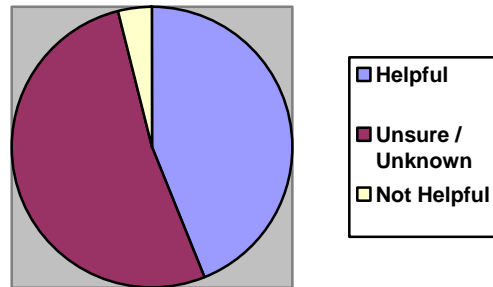
- b. **53%** of respondents were unsure if the PASSPORT helped law enforcement.
 - Most agreed that it did help the victim, but were unsure if it was really a useful tool for law enforcement.
- c. **10%** of respondents did not think that the PASSPORT was helpful to law enforcement at all.
 - Many offered the explanation that the PASSPORT was meant to help the victims and not law enforcement.
 - Some others felt that it was not effective in helping prevent or solve crime and is therefore, could not be helpful to law enforcement.



4. Helping Victims:

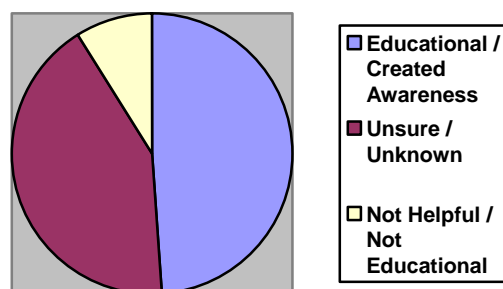
- a. **44%** of respondents felt that the PASSPORT really helped the victim in many ways.
 - The PASSPORT seems to help victims the most as a way to gain confidence and security once again.
 - There were also a lot of people who felt that the PASSPORT offered victims a way to start over, because it gave them physical evidence that their identity has been stolen, and therefore gives them the opportunity to get credit cards, loans and mortgages.
- b. **52%** of respondents were unsure if the PASSPORT really helped victims.
 - Most said, because they had not received any feedback from the victims.
 - Another person commented that many institutions are currently unaware of what a PASSPORT is, and still required more information in order to approve loans, credit, or etc.

- c. **4%** of respondents did not think that the PASSPORT was useful to the victim in anyway, mainly because it does not offer any new information or steps that the victim has already taken.



5. Educational and Increasing Awareness:

- a. **49%** of respondents felt that the PASSPORT program was very helpful and educational.
- Many thought that the PASSPORT program has only really helped to further educate law enforcement because of a lack of publicity for the program and the information regarding identity theft.
 - Most thought that if the program was more strongly promoted that it would be both educational and spread awareness with the public.
- b. **42%** of respondents were unsure how much the PASSPORT program was actually educational because of a lack of use on their part.
- c. **9%** of respondents did not find the PASSPORT program to be educational.
- Some did not find it to be educational because it has not been utilized in that way yet.
 - Still others said, because it has not offered any new information that wasn't already available prior to its implementation.



6. Total number of identity theft cases per month vs. number of those cases that PASSPORT was used for:

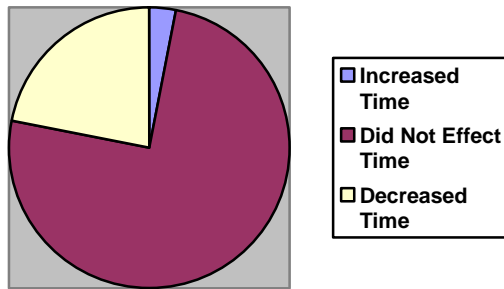
*** The following calculations are based on the answers of those surveyed, and since not all agencies responded to this question or did not give exact numbers, the accuracy of the following calculations may be flawed.***

- There are roughly **487** cases of identity theft reported in Ohio per month
- There are roughly **47** PASSPORTS issued or applied for in Ohio per month
- On average **3.5** incidents of identity theft are reported to each agency per month.

In the end it is estimated that **10% of all reported identity theft cases**, applied for and/or were issued a PASSPORT.

7. Time commitment to the individual:

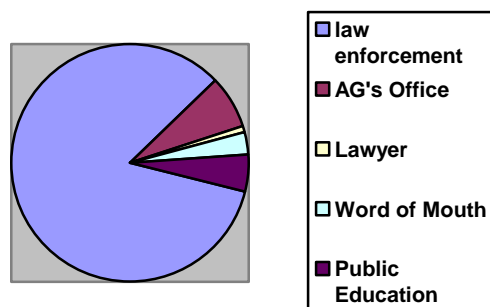
- a. **3%** of respondents said that the PASSPORT program decreased the time spent with the victim because of the readiness of certain information the PASSPORT Program provides.
- b. **75%** of respondents said that the PASSPORT Program showed no effect on the time spent with the victim.
 - A few respondents believed that there had been no effect because when they began working the PASSPORT Program was already operational and required at their place of employment
 - Others said it was because they have not had enough experience with the program as of yet.
- c. **22%** of respondents felt that the PASSPORT Program increased the time spent with the victim.
 - Many felt that while the PASSPORT program has increased the time spent with the victim and is not necessarily a negative effect. The increased time allows the victim to see that they are working on the case, and also they now can better assist the victim in regaining their identity.
 - Others felt that the increased time was ineffective because it frustrated the victim, who had to meet with the police more often especially when the system was inoperable.



8. From whom /where victims become aware of the PASSPORT Program:

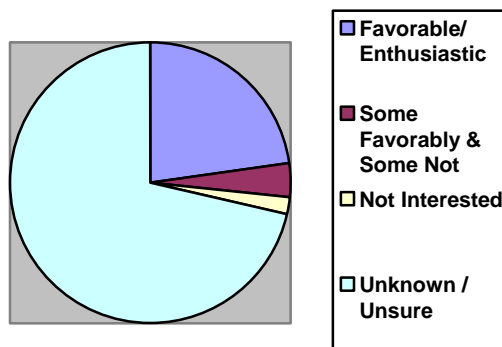
- a. **67%** of victims find out about the program via law enforcement when they file their identity theft report.
 - o **7%** reported that a few victims had also heard about the program from the Attorney General's office or website.
 - o **1%** reported that victims had heard of the program from their lawyer.
 - o **3%** reported that victims had found out about the program through word of mouth from other victims.
 - o **5%** reported that victims found out about the program from public education courses that they developed.
 - o One respondent suggested that the Attorney General's Office sponsor a public ad campaign in order to spread awareness not only about I.D. theft but also about the PASSPORT program.
- b. **33%** people did not or could not answer the question.

How Victims Found Out About PASSPORT



9. Victims' feelings toward the PASSPORT Program:

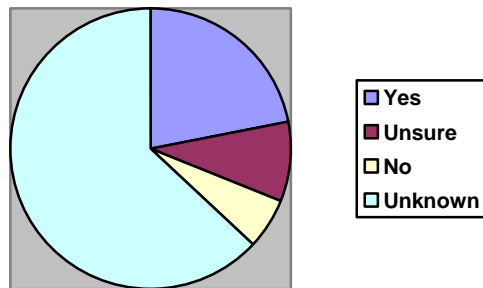
- a. **23%** said that most victims responded favorably to the program.
 - It offered them some sort of comfort and security.
 - One person saw a correlation between the program running smoothly and the victim's response. If there are computer problems, the victim tends to dislike the program more, seeing it as a hassle.
- b. **4%** said that only some victims responded well, while others did not seem interested, it really was dependent upon the person.
 - One respondent cited that victims often do not see the point to the passport, when the person who stole their identity is in the opposite side of the United States. The Major could only explain that it is a tool to help prevent further harm to them.
 - Another person noted that the elderly seem to respond more favorably to the program than the younger generation.
- c. **2%** said that most are not interested in the program.
 - One reason being the unwillingness to give out certain personal information to the government.
- d. **72%** either did not answer the question, or could not answer the question.



10. Assisting in averting further harm to victims' financial and criminal histories:

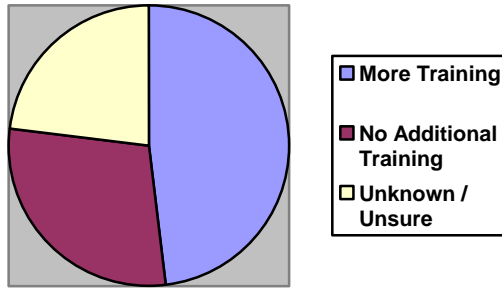
- a. **22%** said that the program helps them in some way.
 - Most said only to the extent that it educates them and keeps them from being incriminated for the crime.
 - Others said that it also assists by keeping information centralized.

- b. **9%** were unsure if it positively did or not.
 - Most believe that it does in some ways, while in other ways does not.
 - A few respondents recognized that there is a need to educate business people on the PASSPORT program as well, in order for it to be completely able to avert future harm.
 - One commented that there is concern that the program may become a part of the problem instead of a part of the solution.
- c. **6%** said no that it does no assist victims in anyway from averting future harm.
 - These respondents indicate that it doesn't do much except identify a person as a victim of identity theft.
- d. **63%** did not know how to answer or did not answer the question.



11. More Training:

- a. **48%** said that they would like more training on the system, especially on applications.
 - Some felt that this might help the program be utilized more often and increase awareness.
 - There were also requests that the training be held locally.
- b. **29%** said that they would not like more training because they have already been trained.
 - Some said that they would like more training, if there was new equipment or applications to be used.
- c. **23%** were unsure if it would be necessary or did not respond to the question.



12. Hosting a training session:

- a. **23%** said that they would be able and willing to host training. Their names are as follows:

Agency	Title	Name	Phone number
Sandusky Police Department	Detective	Donald Rumbutis	(419)627-5863
Beavercreek Police Department	Patrol Officer	Don Cole	(937)426-1225
West Carrollton Police Department	Detective	Robert Bell	(937)847-4681
Muskingum County Sheriff's Department	Deputy Sheriff	Patrick Yarger	(740)452-3637 ext. 140
Athens City Police Department	Detective	Gary Braglin	(740)592-3315
Wittenburg University Police Department	Chief of Police	Carl Loney	(937)327-7090
Fairport Harbor Police Department	Lieutenant	Christopher Lichon	(440)579-1040
Greene County Sheriff's Office	Major	Eric Prindle	(937)562-4880
Port Clinton Police Department	Sergeant	Michael Toney	(419)734-3121
Franklin County Sheriff's Office	Detective	Richard Coyne	(614)462-3351
Upper Arlington Police Department	Detective	Jeff Conrad	(614)583-5164
Toledo Police Department	Lieutenant	Mel Stachurn	(419)245-3200
Cleveland Hts. Police Department	Detective	David Bartee	(216)291-3856
Medina County Sheriff's Office	Technical Coordinator	Michael Hatton	(330)764-3640
Lima Police Department	Detective	John Bishge	(419)221-5181
Mansfield Police	Detective	Darrin Remaley	(419)755-9758

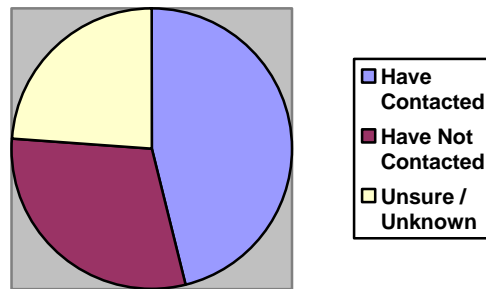
Department			
Pepper Pike Police Department	Detective	Karl Dietz	(216)831-8500
Bellbrook Police Department	Chief of Police	David Helling	(937)848-8484
Goshen Twp. Police Department	Detective	Jeffrey Lacey	(513)722-3201
Jackson Center Police	Officer	J. Cotterman	(937)596-6140
Columbus Airport Authority	Detective Sergeant	Frank Bowen	(614)239-5043
Pickerington Police Department	Chief of Police	Michael Taylor	(614)575-6911
Lake Metroparks	Chief	Mike Burko	(440)358-7290
Jackson City Police Department	Assistant Chief of Police	Maria Uribe	(740)286-4131
Summit County Sheriff's Office	Sergeant	Robert Saraceno	(330)643-2131
Union City Police Department	Chief of Police	H. Schafer	(937)968-7744
Moraine Police Department	Sergeant	Mike Keegan	(937)535-1156
Gibsonburg Police Department	Chief	Michael Benton	(419)637-2142
Waynesburg Police Department	Chief	Martin Volkar	(330)866-2261
Creston Police Department	Chief	Philip Carr	(330)435-6534
Union Twp. Police Department	Detective Sergeant	Scott Blankenship	(513)752-1230

- b. **25%** were unsure
 - However, most expressed interest in hosting training, but they did not have the authority to give permission.
- c. **52%** said that their agency could not or would not like to hold training.

13. Customer Service:

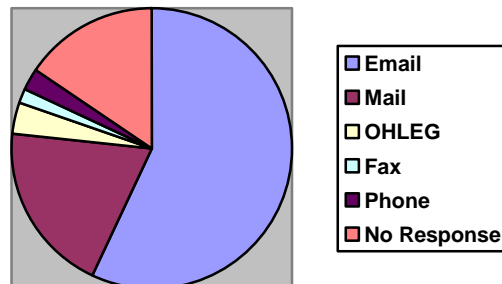
- a. **46%** of the respondents have used the Identity Theft Verification PASSPORT Unit.
 - Typically it seemed that most individuals had questions regarding software and technical difficulties when they called, and a few about verifying information.
 - **57/63** respondents described the service was excellent, helpful, and professional.

- Only **6/63** of those who have called the unit had suggestions or complaints about service.
 - One said that he always gets the voicemail, another stated that he did not receive a response to an email, and the last two commented service was slow. However, one stated that the last time he contacted the unit was several years ago.
- b. **30%** stated that they had not contacted the unit
- c. **24%** listed not applicable or did not respond to the question.



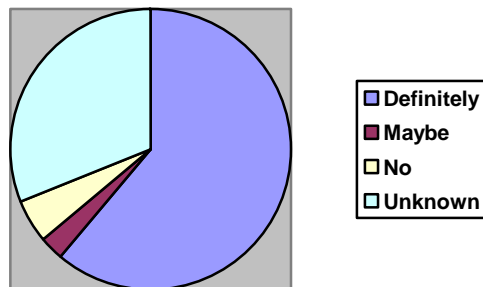
14. Best way to contact law enforcement:

- a. **66%** respondents believed e-mail would be the most effective way.
- b. **23%** listed mail as an effective way to get updated information.
- c. **4%** listed postings on OHLEG or the internet as an effective tool for updating information.
- d. **2%** listed fax as an effective way.
- e. **3%** listed a phone call.
- f. **18%** did not respond.



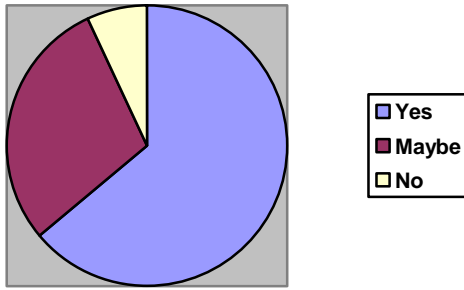
15. Recommending PASSPORT to other Ohio law enforcement:

- a. **61%** said that they would definitely recommend the program to other Ohio law enforcement agencies.
 - Many commented that it should be mandatory for all agencies to participate.
 - Several shared stories about occasions when they processed PASSPORTS for victims from other jurisdictions because the law enforcement agency did not or no longer participated in the program.
- b. **3%** said they might recommend the program.
 - It would depend on the circumstances, particularly if the department did not have funding or manpower to implement the program.
- c. **5%** said that they would not recommend it to others.
 - They commented on it not being useful to law enforcement, and technical difficulties that make the program harder and more time consuming.
- d. **31%** did not respond, or could not answer this question.



16. Recommending PASSPORT to other states:

- a. **64%** said that they would recommend it to other states.
 - Some suggested that it would be best used if the program was standardized for the nation and that maybe advocates would be a useful addition.
- b. **29%** were unsure if they would or not or did not respond to the question.
- c. **7%** said no because of the technical and process difficulties.



SUGGESTIONS:

- There should be a clearinghouse that handles requests from ID theft victims for their credit history and request for corrections to their credit history. Instead, of having the victim spend countless hours calling all of their credit card companies and the credit reporting agencies.
- Decrease time between the application and the victim actually getting the passport, three months is too long. Maybe a temporary ID which can be signed off on by a department head until the permanent ID can be mailed to the victim. Another solution may be to provide all law enforcement agencies with an ID maker.
- Create a little more “user friendly” web interface.
- Have only one or two sites in each county with state of the art equipment to process the passports (like the current BAC machine situation).
- There should be a place on the application to list whether or not the PASSPORT was processed for an agency without the PASSPORT program.
- Have the ability to save data when transmission was not completed and the ability to confirm transmission before the victim leaves the station.
- Increase and make mandatory sentences for offenders. They won’t stop until the cost exceeds the effort of the crime.
- A notification system where the submitting agency and the victim are advised that the application was received immediately or within a few days.
- A nationally linked PASSPORT program (someday).

- If an entry is made incorrectly it would be helpful if it could be highlighted prior to being sent. As of now, if an application is sent with an incorrect entry you must completely start over.
- Start over with better equipment. Have county sheriff's offices handle PASSPORT cases, which would allow them to use their photo and fingerprint system with the PASSPORT program.
- Provide a section in the application to resolve technical issues.
- It would be nice if the ESORN camera would work on PASSPORT system.
- A newer, updated system, the system needs to be more streamlined.
 1. A proposed enhancement to the program is to have the "Message: the record was successfully added" screen completely blank except for that message, so that people do not miss it, and start over thinking information was lost.
 2. Another enhancement would be a fifteen minute window after entering so the officer can modify an entry in case of an error, and modify the search engine for ID theft Passport database to incorporate search by agency, year, month, and day.
 3. The comments section of the online application should be expanded to allow for more input.
- More investigative assistance, like a database of offenders, patterns of activity, training and general intelligence.
- Some agencies do not need to have many PASSPORTS issued, would it be feasible to have the BMV as a location for the issuance of the PASSPORT application.
- Include a visual fingerprint on the PASSPORT card.
- Clearer criteria for victim eligibility.
- Legislation requiring credit companies to cooperate with investigators.

ADDITIONAL COMMENTS:

- "Most of our victims of identity theft have had their credit card numbers stolen and not their physical identity. Therefore, the PASSPORT program has not been used or needed yet."
- "There aren't many victims interested in the program."

- “Although we have not used the program, I think that it is a very important tool for police and victims.”
- “It would be nice if each state had a central collection center for complaints to be investigated from. As of right now it is hard to work with other states on identity theft cases, because we have no way of knowing if work has been done on the cases that we send individual police departments.”
- “It would be nice to get the program to work with L.E.A.D.S. My thinking on this is if a person’s I.D. is being used fraudulently, then it would be nice for this program to give L.E.A.D.S. a heads up. If law enforcement personnel comes in contact with someone using a stolen I.D. or information from another person it would be nice because L.E.A.D.S. can render a picture of the person in question.”
- “I am concerned with persons using another person’s information to purchase something potentially dangerous, like a hand gun. I know that the vender runs a background check on the purchaser, from my understanding through the ATF. However, there is no picture comparison available to them to verify if the person purchasing the gun is indeed the person they claim to be. This is concerns to me because I know there are some fake I.D.’s that appear quite authentic and could pass as the real thing. Again, if the PASSPORT Program could bookmark an individual’s information as having a potential for being abused in fraud in L.E.A.D.S. perhaps when the information is run it will make it harder to pull off.”
- “Our agency aggressively pursues all leads on each case. PASSPORT provides a level of comfort for each victim. Law enforcement agencies need to do a better job of investigating this type of crime including providing all possible assistance to each victim. We continue to submit PASSPORT applications from other agencies not participating in the program, even though they have the equipment.”